



# National Finance Center Customer Notification

**Date of Notification:** May 27, 2011

**Subject:** NFC *EmpowHR* Slow Response Issue

**Database/Customer(s) Affected:** USDA and DHS *EmpowHR* Customers

**Dear Customer:**

The National Finance Center (NFC) is currently experiencing issues with USDA and DHS *EmpowHR* production. The specific issue and scope have not yet been determined. Additional information will be provided as soon as it is available. Currently, no action is required on the part of the customers.

**Federal employees with questions concerning this notification should contact their Servicing Personnel Office.** Authorized agency representatives with questions concerning this notification should contact NFC's *EmpowHR* Help Desk at 1-888-367-6955 or via email to [nfcempowhr@usda.gov](mailto:nfcempowhr@usda.gov) during normal business hours of 8:00 am to 4:00 pm CT, Monday through Friday, except for Federal Holidays.

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## "Tip of the Week"

Employees are reminded that upon transfer from one Department/Agency to another, if NFC is the payroll provider for the new Department/Agency, you can continue to use the same EPP USER ID and Password. If the former agency work e-mail address was used for Confirmation, the e-mail address must be updated in EPP using the option located in Prefs under the Preferences link.